

**State Enhanced 9-1-1  
Advisory Committee  
Meeting Minutes  
Camp Murray, WA  
July 15, 2010**

**Advisory Committee Members Present:**

Rebecca Beaton - WUTC  
JoAnn Boggs – WSEMA  
Marlys Davis – King County  
Dick Dickinson - VoIP  
Gary Emerson – Wireless Carrier (Verizon)  
Keith Flewelling - Urban Counties - West  
Peggy Fouts – APCO – Vice Chair  
Stephanie Fritts – Rural Counties – West  
Ty Husak – Wireless Carrier (AT&T)  
Steve Lich – WA Fire Commissioners Association  
Rick McComas - WA Association of Sheriffs and Police Chiefs  
Lynn Mell – Wireless Carrier (T-Mobile USA)  
Rose Parr – Member At Large  
Jim Quackenbush – NENA  
Millie Tirapelle – Rural Counties - East  
Markus Volke – Qwest Communications

**Advisory Committee Alternates Present:**

Tim Lenk – Urban Counties - West  
Patti VonBargen – Association of WA Cities - East  
Wayne Wantland – Urban Counties – East  
Mark Wilton – Washington State Patrol

**Advisory Committee Guests:**

Stephen Gregg – Columbia County  
Deanna Wells – Cowlitz County  
Neal Johnson – Direct Technology  
Tiffany Chambers – Direct Technology  
Carole Sleeman – Columbia County  
KD Seeley – Thurston County  
Dave Magnenat – ADCOMM Engineering  
C. T. Hughes – Qwest  
Steve West – Pend Oreille County  
Kate Rico – Lewis County  
Tim DiMarco - PlantCML

**County Coordinators Present:**

Angela Fode – Adams County  
Millie Tirapelle – Chelan County  
Keith Flewelling – Clark County  
Bill Peters – Columbia County  
Jackie Jones – Douglas County  
Ed Bush – Franklin County  
Virginia Boyd – Garfield County  
Peggy Fouts – Grays Harbor County

**County Coordinators Present (continued):**

Marlys Davis – King County  
Darlene Mainwaring – Kittitas County  
Robert Allen – Klickitat County  
Craig Larsen - Lewis County  
Jo Borden – Lincoln County  
Jill Evander – Mason County  
Shawn Messinger – Okanogan County  
Stephanie Fritts – Pacific County  
JoAnn Boggs – Pend Oreille County  
Tim Lenk - Pierce County  
Laura Caster – Snohomish County  
Jim Quackenbush – Thurston County  
Joannie Bjorge –Wahkiakum County  
Steven Ruley – Walla Walla County  
Craig Ambrose – Whatcom County  
Patti VonBargen – Whitman County  
Wayne Wantland – Yakima County

**State Office Staff Present:**

Bob Oenning, Bruce Baardson, Lorri Gifford, Dave Irwin, Carol Losey, Teresa Lewis, Anna Marie Ortiz, Jacqueline Randall, and Kim Wilson

**I. Call to Order**

- Chair Peggy Fouts called the E911 Advisory Committee (AC) meeting to order at 9:35 a.m.

**II. Roll Call**

**Presentation:**

- **Direct Technologies ECaTs Presentation**-(Handout and PowerPoint presentation)  
Tiffany Chambers, Direct Technologies 916-787-2227  
[TChambers@DirectTechnology.com](mailto:TChambers@DirectTechnology.com)   [www.ecats911.com](http://www.ecats911.com)  
Neil Johnson [NJohnson@DirectTechnology.com](mailto:NJohnson@DirectTechnology.com)

**Discussion:**

**Direct Technologies ECaTs** – The Intent of ECaTs system is of interest, especially to long-term planning. Looking into the future, what do people think of it at PSAPs?

Jim Quackenbush suggested that it could take us a long way with statistics and that it may be worth visiting again. Information on demand would be good.

Tim Lenk – with additional costs coming into the counties, where do we go with this? Can it be tied to ESInet?

Bob Oenning – They would need to prove their reliability. The database is most interesting and useful. Information can be manipulated into good reports.

Dave Irwin -100% buy in by WA State Public Safety Answering Points (PSAPs) would be required, otherwise it wouldn't work.

Markus Volke – Would existing traffic studies go away?

**III. Review and Approval of Minutes (Handouts)**

- a. Chair called for review and approval of the minutes from the May 20, 2010 meeting.
  - o Jim Quackenbush moved to accept the minutes with amendments.
  - Steve Lich seconded the motion.
  - Motion approved.

**IV. AC Member / Committee Changes**

- a. Steve Romberg was nominated to the Policy Subcommittee.
  - o Millie Tirapelle moved to accept Steve Romberg to the subcommittee.
  - Patti VonBargen seconded the motion.
  - Motion approved.

**V. Old Business – Chair, Peggy Fouts**

a. **Action Items** (Handout) –

1. Sound system – must use mike for recording to pick up.
  2. Jim Barber's recognition – needs additional signatures.
  3. 4. & 5. Department of Revenue (DOR) contract – Marlys is meeting with the attorneys. Prosecutor's Office had concerns. DOR is meeting with the Assistant Attorney General and several attorneys. Concerns over the effective date of the tax – If the ordinance is not passed in October, then tax cannot be collected until June 1, 2011. There are concerns about not collecting the tax as of January 1, 2011. The ordinance language is final. Each county can change to fit their needs.  
Bob Oenning noted that the Association of Counties is handling the ordinances, and DOR is handling the contracts. Counties would need to pass ordinance by October 1, 2010 to make effective by January 1, 2011.
  6. Strategic Planning agenda items completed.
  7. Recognition for members - Dave suggested a WA State cedar plaque. He will research and develop a list of processes for possible adoption.
  8. Tracfone - No update.
  9. Quarterly Impact – No change to date.
  10. Bylaws v2 – Will cover in either October or November.
  11. OFM Population percentage of counties. Handout.  
Tim Lenk suggested that AC representation be based off of population and reviewed regularly.
  12. Qwest/Verizon One Number Service and class of service – handout.
  13. Qwest time table on PSAP cutovers for NG911 – In progress.
  14. "What's Your Location" brochure - posting is pending to EMD website.
  15. Strategic Positioning Plan – posting is pending to EMD website.
  16. No out of state travel for State employees or board members – This includes Oregon, Idaho, and BC (same day travel only).
  17. AC letter to State Office in support of Dave Irwin's travel.
  18. AC report to Legislature – Legislature sets date and format.
- b. **Recommended Bylaw Changes** – will revisit in September.
  - c. **Subcommittee Mission Statements** – Still missing Strategic Planning, Policy, and Training subcommittee statements. Please get statements in by September.

## **VI. Subcommittee Reports**

### **a. 911 Communications Subcommittee – Marlys Davis**

#### **1. FCC & Telecom Report (Handout) – Jacqueline Randall**

- The Federal Communications Commission (FCC) adopted an order that reduces the time allowed for transferring a number from one provider to another (called “porting”). The FCC recommends customers talk to their phone companies so that customers understand what to do during this porting process as they may be disconnected from 911 if they place a call.
- NENA Supports NG911 Funding Bill. (Handout)

#### **2. Wireless Report – Marlys Davis**

- **Wireless Issues–**
  - NENA is not working on text messages in the current wireless networks due to several problems. Text messaging to 911 was implemented in Black Hawk County, Iowa last year for one small carrier through Intrado. Intrado is now promoting their solution to other areas, and did a presentation for King County yesterday. This solution does not eliminate all of the current problems with texting. Intrado has reported that there will be several trials of their solution in the 4<sup>th</sup> quarter, 2010. Some of the trials are in urban areas. In addition, Positron has built texting capabilities into their next Power 911 software, release 5.3. Text conversations are shown in the TTY module, there is a separate text button for incoming calls, and there is the capability of handling two text conversations at the same time. The Intrado trials in other areas will be observed. There is concern about implementing a solution given the known technical issues in today’s wireless networks. It has been reported that Chicago, Indianapolis, Miami, and Nashville are now able to take text messages, but it is unknown if these are texts to 911.
- **Combination Wireless/VoIP service –**
  - John Garner did a web presentation on AT&T Mobility’s 3G Microcell service at the June APCO/NENA Summer Conference in Wenatchee. The highlights of how this service works for 911 were reviewed.
  - Verizon Wireless has a similar box which needs a router with connection through a computer. Coverage is up to 5 bars of service. It will handle up to three phones. Gary Emerson will find out how it shows up at the PSAP and whether there is a fourth channel for 911 if the other three channels are busy.
- **Telematics –**
  - The joint APCO/NENA Data Transfer committee is reviewing the VEDS standards created by the Comcare Alliance in 2005. These fields will be standardized across all Telematics groups when reporting to PSAPs. The other committee, chaired by NENA, is addressing how this information will be handled at the PSAP level. The committee has recommended that Telematics should be defined as only transportation related devices.

▪ **New Technologies**

- **EmFinders** - The APCO/NENA task force has provided an end product to EmFinders with a sample SOP and ideas for training materials, updates to their website, and marketing procedures. EmFinders has not provided an update on the PSAP training CD.
- **First Responder App** (Handout) - This App for the iPhone sends a pre-programmed help message to three people along with your latitude/longitude and a map link. There is also a 911 button. The information gives the impression that the PSAPs get the map link.
- **E-911 App** (Handout) - This Smartphone App claims to provide the user's critical medical information to first responders and doctors when 911 is called.
- **My911 App** (Handout) - This Smartphone App claims to call 911 in the event of a crash, and provide your exact location and medical and other information to emergency personnel.
- **Lifelink** – no monthly fee. Works wherever there is a phone line, by plugging into the phone jack. Issues a prerecorded message, and provides 1 way communication. If the PSAP hits 0, they can hear within the residence, but cannot speak with them. It is not considered automatic because users push a button to activate the 911 call.
- The subcommittee discussed that the capabilities of these Apps are misleading to the public, and are not as reliable as they claim to be. The subcommittee recommended that public education regarding Smartphone Apps should be done by NENA at the national level.

b. **Public Education Subcommittee – Dan Hally**

- No Report

c. **Strategic Planning Subcommittee – Deb McCanna**

- No Report

d. **APCO/NENA Legislative – Jim Quackenbush** (Handout-*Harassment/Misuse*)

- Gather examples of how many times harassing calls are made and how many calls are made by each phone before it is stopped. Send your information to Jim. NENA collected statistics on harassment calls a couple of years ago. Ninety-eight percent of harassment calls came from non-initialized phones.
- Working to draft language to prevent public disclosure of the ANI/ALI database. Missouri and California have successfully prevented disclosure. Send your ideas to Jim and the Strategic Planning subcommittee.
- The State Military Department will not sponsor the anti-harassment legislation, however, The Adjutant General is committed to supporting it.
- Ground work has begun to address telecommunicator retirement age.

e. **NG911 – Jim Quackenbush**

- Five of eight counties have been converted.

- f. **Policy Subcommittee – Dave Cox**
  - No Report
- g. **WAC Rewrite Subcommittee – Wayne Wantland**
  - No Report
- h. **Training Subcommittee – Peggy Fouts**
  - No Report
- i. **GIS Subcommittee – Bill Peters**
  - No Report

**VII. State Office Staff Reports**

- a. **Contractual Summary Report (Handout) – Teresa Lewis**
  - Teresa will be out of the office for a bit, so please direct any questions you may have to Lorri.
- b. **Financial Status (Handouts) – Lorri Gifford**
  - **Statewide services summary spreadsheet** – (Handout)
    - Line items are listed the same at the top - not all statewide services have been paid for FY10. As NG911 comes online and ESInet, those charges will be added to the statewide services. Legacy will remain the same, as you will have them simultaneously for awhile.
  - If the ordinance is not passed by the counties, the State Office will be required by law to stop payment of the statewide services.
  - Updated FY11 budget projections-TERT line item is precautionary.  
When TERT is activated, those items would then be eligible for reimbursement. The additional salary expenses under activation would be eligible. If you have any questions, please direct them to Lorri or Bruce.
  - Used the FY11 applications and projected the budget with the .70 tax. (Handout)
    - In the OPS contract column, the negatives need to be removed and an updated version emailed out.
  - **State Budget Projections** – (Handout)
    - FY10 budget projections almost closed out.
  - **Cost analysis** – (Handout)
- c. **National/Legislative – Bob Oenning**
  - Anti-spamming bill - Nothing current to report, will continue to follow.
  - New Americans with Disabilities Act (ADA) legislation coming out that will deal with 911 and the deaf and hard of hearing. Texting may be attached to that bill.

**VIII. New Business**

- The Coordinator Forum will move to the second week of October this year, on October 14, and 15. The AC will also meet while at the forum to combine activities and lessen travel expenses and time. The Washington State Criminal Justice Training Center is hosting a class at their facility on the 13<sup>th</sup>, *Preparedness for PSAP Managers, Critical Employee Emergency Planning*. APCO/NENA will have their meeting at 1700 on the 13<sup>th</sup> and an event that night. The forum will be held at the CJTC campus. Hotel rooms are available at multiple locations near SeaTac with a CJTC rate of \$70. More information will come out shortly. The AC meeting will be held on the morning of the 14<sup>th</sup>.

**IX. For the Good of the Order**

- Lynn Mell, thank you for the lapel pins.
- Chair adjourned meeting.

Next scheduled E911 Advisory Committee meeting is:

**September 16, 2010  
Building 91  
Camp Murray, WA 98430**

**Motions made at the July 15, 2010 Meeting:**

- Jim Quackenbush moved to accept the minutes with amendments.  
Steve Lich seconded the motion.  
Motion approved.
- Millie Tirapelle moved to accept Steve Romberg to the subcommittee.  
Patti VonBargen seconded the motion.  
Motion approved.

**Handouts from the July 15, 2010 Meeting:**

- Agenda
- May 20, 2010 minutes
- Action Items
- AC County Representation
- Agreement for State Administration of County Enhanced 911 Excise Taxes
- Draft Model ordinance
- Talking Points and sample excise tax resolution for counties
- Resolution Example
- Qwest One Number Service and class of service
- FCC & Telecom Report
- First Responder App
- EHSI App
- My911
- Strategic Planning Subcommittee Recommendations
- FY10 Contractual Report Summary
- State Office FY10 Budget Projections
- Cost Analysis Report
- Statewide Services County Summary Spreadsheet
- State Office FY11 Budget Projections
- FY11 County Projections with Tax Increase
- NENA Communication Modalities: Update
- ECATS Presentation and materials

Facilities are handicapped accessible. Special services for the hearing or visually impaired or other interpretation services will be provided upon request. Please provide at least a two-week notice if any of these services are needed. If you have any questions about the agenda or need special assistance at the meeting, please call Anna Marie Ortiz at (253)512-7012.